

Updated: April 21, 2020		Policy 7.01 Plan and Progress Report															
<input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan		Timeframe: July 1, 2020 to June 30, 2021 Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe		<table border="1"> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> <tr> <td>Met with Tribe?</td> <td></td> <td>x</td> </tr> <tr> <td>Tribe provided input?</td> <td></td> <td>x</td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td></td> </tr> </table>			Yes	No	Met with Tribe?		x	Tribe provided input?		x	Tribal approval?		
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1. Prepare and disseminate pertinent statistics on American Indian community members who participate in programs administered by DSHS/Community Services Division.	A. The Community Services Division (CSD) will provide annual statistics on Makah Tribal members receiving assistance through its programs.	1) Tribe will be better informed about their member's utilization of CSO services, which will aid in increasing awareness and participation in those services. 2) Tribe will be able to ensure that their members' cases are correctly identified.	As Requested. Jim Weatherly Tribal Liaison Patti Hicklin Tracey Rascon Lisa Halttunen	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18. CSD will be ready to work out a plan, should Makah Tribe accept CSD's invitation to meet in the future													
	B. As needed, information about Makah Tribal members will be provided by CSD via eJAS and ad hoc Barcode reports.	Timely response to data requests provided to tribal staff.	As Requested. Tribal Liaison Patti Hicklin Juli Murrain Meredith Parker Jim Weatherly	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.													

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Tribe(s)/RAIO(s): Makah
Tribe

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.	C. Provide Tribe with any available tribal-designated program contacts regarding additional tribal funding opportunities related to Social Services.	Helping the Tribe secure additional funding that provides more services to their tribal populations.	As Requested. Mary Anderson Leah Neuneker	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.
3. Work with the Tribe to negotiate and implement local Tribal-State agreements, protocols, Working Agreements, processes that meet the needs of American Indian clients	A. Continue to provide outreach and coordination of services via the Tribal Liaison • Tribal Liaison will meet with TANF clients in-person at the Education & Training Office to facilitate with WorkFirst case managers via phone • Tribal Liaison will work in partnership with Lisa and Darlene to try to reengage clients who are at risk of sanction.	Timely response to data requests provided to tribal staff.	Annually. Tribal Liaison Patti Hicklin Juli Murrain Meredith Parker Jim Weatherly	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.

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	<ul style="list-style-type: none"> Tribe will coordinate with Mobile CSO to possibly attend Senior Health Fair. 																		
	<p>B. The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved client/service access, e.g. Skype, Washington Connection, ACES access, face-to-face client and staff meetings.</p> <ul style="list-style-type: none"> Explore Makah Tribal staff ACES access for verification purposes. 	<ol style="list-style-type: none"> Improved access to state-issued benefits for Makah Tribal members. Improved ability of Makah Tribal staff to look up information on status of applications/benefits. 	<p>ACES access granted/updated by Spring 2019.</p> <p>State DSHS IT Dept. Makah Tribe IT Dept. Lisa Halttunen Jim Weatherly Clallam/Jefferson LPA</p>	<p>Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.</p>															

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		C. Revisit Tribe-State's Working Agreement, including Neah Bay outstation staff Electronic Benefit Transfer (EBT) card Exception to Policy. <ul style="list-style-type: none"> An updated Working Agreement will be sent to the Tribe for review and approval. 		Policies and practices are in place that meet the needs of Tribal members.		Target date for approving new Working Agreement by 2/28/18 missed. Additional review may be requested as needed. Lisa Halttunen Kristine Hammond Jim Weatherly Tribal Liaison Meredith Parker		Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.											
		D. Coordinate and develop hiring processes that affirm value of diverse workforce. <ul style="list-style-type: none"> Invite Makah Tribe to participate in hiring panels. 		More robust representation of all Olympic Peninsula communities in staffing at Port Angeles/Forks CSO's.		As Requested. Jim Weatherly Tribal Liaison Lisa Halttunen		Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.											
3. Ensure communication with tribal governments, landless		A. Schedule and hold meetings to improve		Enhanced collaboration and cooperation between tribal		As Requested.													

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tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.	coordination and communication.	organizations and state agencies.	Jim Weatherly Tribal Liaison Patti Hicklin Tribal Representatives Lisa Halttunen	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.															
	B. Invite tribal representatives to attend WorkFirst Local Planning Area (LPA) meetings and other appropriate forums.	Local planning efforts and service plans reflect the entire community, including the needs and perspective of tribal members.	Monthly Meetings. Jim Weatherly Meredith Parker Patti Hicklin	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.															

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	C. Plan, develop, and implement training programs for both Tribal and CSO staff. <ul style="list-style-type: none"> DSHS will put together presentations that provide basic program information and training for the Tribe. All DSHS PA/Forks CSD staff will attend continuous/on-going government-to-government training, with priority given to new CSO hires. 	1) Tribal members will be better informed about programs and more likely to access needed services. 2) CSO staff will be more culturally sensitive and provide services in a manner that builds trust with the Tribe.	Trainings: 2018. Mini-HUB: 2018-2019; 3x/yr (in 3/mo. blocks). Tribal Liaison Jim Weatherly Meredith Parker Patti Hicklin Tribal Representatives Reviewed Annually. Brenda Francis-Thomas Jim Weatherly Tribal Liaison Lisa Halttunen	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.															

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	D. CSO to disseminate information through Tribal newsletter.	Enhanced communications of State/DSHS/CSD information to Tribal members. Revisions or changes to DSHS programs and services are shared with the Tribal Editor to determine what they would like to include in their newsletter.	As Requested. Jim Weatherly Tribal Liaison Lisa Halttunen Brittany Olson	Makah Tribe has not yet responded to the invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/18.															
	Implement a process to ensure ongoing coordination and cooperation between CSO and Indian Child Welfare (ICW) staff. <ul style="list-style-type: none"> Tribal Liaison will work with ICW staff to assist clients as necessary. 	1) Closer partnership between CSO and Makah Social Services Department. 2) Families working with ICW have easy access to state services.	Reviewed Annually. Tribal Liaison Social Services Manager Michelle Claplanhoo, IPAC Delegate Leah Neuneker, Tribal Councilperson																
	E. Invite statewide CSD Customer Service Contact	Enhanced communications of state call center	Ron Thomas Rachel Siedel																

	Center to disseminate info Information at 7.01 meetings	Information to Tribal members		Makah Tribe has not yet responded to invitation to meet in 2019-2020. Most recent 7.01 meeting was held on 11/19/2018.
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Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 2, Activity B – The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved client/service access, e.g. Washington Connection. COMPLETED	December 2017	Washington Connection WebEx training with R3 Access Consultant held.
Goal 3, Activity C -- All DSHS PA/Forks CSD staff will attend continuous/on-going government-to-government training, with priority given to new CSO hires. COMPLETED	May 2017	All Port Angeles, Forks CSO staff attended G2G training in 2017.
Goal 2, Activity D – Coordinate and develop hiring processes that affirm value of diverse workforce. COMPLETED	March, April 2017	Tribal Liaison and OIP Regional Manager participated on 2017 Forks WorkFirst Supervisor, Port Angeles Financial Service Specialist (2); and PA Office Manager hiring panels.
Goal 3, Activity A – Schedule and hold meetings to improve coordination and communication COMPLETED	March 20, 2015	<p>Tribal Liaison, WorkFirst/Social service Supervisor, Administrator, frontline and regional staff traveled to Neah Bay and held open house for TANF clients to meet the staff they work with and review the TANF program.</p> <p>Create flyer for Neah Bay clients explaining different ways they can participate to meet WorkFirst requirements. We specifically want to ensure our clients know how to report non-job search activities, such as volunteering. Tribal staff would like to hold an in person meeting to review the process of doing home visits for Neah Bay clients.</p>
Goal 3, Activity B – Plan, develop, and implement DSHS overview training programs. *TABLED 2016; ACTIVE GOAL 2017, 2018*	March 15, 2015	<p>In May 2015, another mini HUB was held in Forks. CSO staff will contact Lisa Halttunen to work on possible transportation to and from Neah Bay.</p> <p>UPDATE: There was a request from the Tribal Staff that there be a mini-HUB held in Neah Bay or that the Neah Bay clients could attend the one held in Forks via video conferencing (2016).</p>

Goal/Activity/Outcome	Date	Item
Goal 2, Activity A COMPLETED	2014	An ongoing exception to policy was granted for all TANF clients living in Neah Bay that the mandatory WorkFirst orientation that had to be done in person at the Forks or Port Angeles CSO, may now be done by phone. An exception was also made that TANF clients living in remote areas can now do the CE (Comprehensive Evaluation) by phone.
Goal 3, Activity A COMPLETED	October 24, 2014	Lisa Halttunen, Cynthia Castaneda met with Patty Busse, Patti Hicklin and Diane Mitchell on 10/24/15. Lisa and Cynthia shared with us the hardship our clients were having getting to Port Angeles to work with Work Source. Provided Mimi Reeves, Work Source Administrator's contact information mreeves@esd.wa.gov 360-538-2347. Patty also emailed Mimi to set up introduction to the tribe.
Goal 3, Activity- Schedule & hold meetings to improve coordination and communication COMPLETED	April 2014	On 4/25/14, the LPA held a conference hosted by the Jamestown Tribe with guest speaker: Dr. Donna Beegle - Communication Across Barriers. Tribal staff were invited.
Goal 3, Activity- Schedule & hold meetings to improve coordination and communication COMPLETED	February 2014	On 2/11/14, DSHS held a Lean Training Seminar. Tribal staff were invited.
Goal 3, Activity- Improvement of ADATSA referral process for Makah Tribal Citizens COMPLETED	January 2014	As of 1/1/14, Diane/DSHS is no longer able to process ADATSA applications. Beginning 10/1/13, clients need to apply at: www.healthplanfinder.org .
Goal 1, Activity- Update agreement w/Makah for the location of the Neah Bay outstation COMPLETED	2013	DSHS and Tribal staff collaborated in finding a new office for DSHS financial worker, Mardell McGimpsey which is located at the Sophie Trettevick Indian Health Clinic.
Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated. COMPLETED	2013	Patty was able to get an Exception to Policy so that Mardell is able to authorize and issue EBT cards to Neah Bay clients. This way they won't have to travel to Forks or Port Angeles or wait up to 10 days for it to be mailed to them.
Goal 3, Activity-Schedule & hold meetings to improve coordination and communication COMPLETED	2013	Diane attended the College Career Fair on 5/14/13 and the senior fair on 9/13/13.
Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated.	November 2012	Diane provided information on the CHIPRA (Children's Health Insurance Program Reauthorization Act). Grant on 11/1/12. UPDATE: Per email from Cynthia Castaneda on 9/26/13, Makah will be receiving the grant.

Goal/Activity/Outcome	Date	Item
COMPLETED		
Goal 3, Activity A COMPLETED	May 2008	With the agreement of the Tribe, we have been able to expand the services of the Tribal Liaison. Ms. Mitchell continues to complete applications for assistance. This position will continue to be fully utilized at the service of the tribes.

Contact Information

DSHS Contacts	Tribal Contacts
<p>Brenda Francis-Thomas Regional Manager, DSHS Office of Indian Policy francbd@dshs.wa.gov 360-565-2203</p>	<p>Tracey Rascon, Administrative Officer Tracey.rascon@ihs.gov 360-645-2412</p>
<p>Kristine Hammond Deputy Regional Administrator CSD Region 3 Regional Tribal Liaison hammokr@dshs.wa.gov 360-587-3149</p>	<p>Lisa Halttunen, Education & Training Director Lisa.halttunen@makah.com 360-645-3280</p>
<p>James Weatherly Port Angeles/Forks CSO Administrator weathj@dshs.wa.gov 360-565-2182</p>	
<p>Patti Hicklin Social Service/WorkFirst Supervisor, Port Angeles CSO hicklpa@dshs.wa.gov 360-565-2185</p>	
<p>Meredith Parker WorkFirst Supervisor, Forks CSO parkem@dshs.wa.gov 360-374-3506</p>	
<p>Juli Murrain Financial Services Supervisor, Port Angeles CSO murrajd@dshs.wa.gov 360-565-2197</p>	
<p>Javier Ruiz Mobile CSO Administrator ruizjf@dshs.wa.gov</p>	

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